

WS-02987A-15-0284

OPEN MEETING AGENDA ITEM



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Arizona Corporation Commi

Utilities Complaint Form

Investigator: Carmen Madrid

Phone: <<< REDACTED >>>

Completion Date: 8/13/2015 9:33 AM

Priority: Please respond within 5 business days

Opinion Number: 2015 - 123866

Opinion Codes:

Opinion Date: 8/13/2015 9:18 AM

Rate Case Items - In Favor

First Name: John

Last Name: Yeary

Account Name: John Yeary

Street Address: <<< REDACTED >>>

City: San Tan Valley

State: AZ

Zip Code: 85142

<<< REDACTED >>>

<<< REDACTED >>>

<<< REDACTED >>>

Company: Johnson Utilities L.L.C. dba Johnson Utilities Company

Division: Water

Stephanie Poulin

<<< REDACTED >>>

<<< REDACTED >>>

Nature Of Opinion:

Docket Number: WS-02987A-15-0284

Docket Position: For

I am sure that you have heard of the issue with the Magma road stand pipe operated by Johnson Utilities. I am a resident that is affected by this issue. We have 3 horses, a dog and 2 cats that depend on our water service. We have been loyal customers and have stayed in good standing with Johnson Utilities for 3 years. The American model of Capitalism thrives on competition and the consumers having choices and that is all that I am asking for in this case. I know there are families that are more in need of this than my own. I am asking that you help us to keep this stand pipe open, so that we, as a community, can survive. We are only asking for what is right and humane. Please help us in this fight.

Notes:

Date:

User:

Submitted By:

Note Type:

8/13/2015

Carmen Madrid

Other

Investigation

Opinion noted and docketed in Docket No. WS-02987A-15-0284. This opinion was also filed as complaint #123588

ORIGINAL

Arizona Corporation Commission

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AZ CORP COMMISSION
DOCKET CONTROL

WS-02987A-15-0284

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Carmen Madrid

Phone: <<< REDACTED >>>

Completion Date: 8/13/2015 9:37 AM

Priority: Please respond within 5 business days

Opinion Number: 2015 - 123870

Opinion Codes:

Opinion Date: 8/13/2015 9:34 AM

Rate Case Items - In Favor

First Name: Rafael

Last Name: Pena

Account Name: Rafael Pena

Street Address: <<< REDACTED >>>

City: Queen Creek

State: AZ

Zip Code: 85143

<<< REDACTED >>>

<<< REDACTED >>>

Company: Johnson Utilities L.L.C. dba Johnson Utilities Company

Division: Water

Stephanie Poulin

<<< REDACTED >>>

<<< REDACTED >>>

Nature Of Opinion:

Docket Number: WS-02987A-15-0284

Docket Position: For

Standpipe is broken. Contacted Johnson Utilities by phone and was told they were not going to repair the standpipe as it was being shut down on 8/5/15. This is the only water source for my family and animals. In speaking to the ACC we were told that the standpipe would not be shut down without a proper filing for shutting the pipe down by Johnson utilities. Also news channel 3 made the statement that the ACC stated the standpipe could not be shut down. We cannot survive without the water to our properties for more than one day the items that are needed to fix the standpipe should be readily available. I have also heard that Roadrunner transit has been gaining access to water all day through the very standpipe that Johnson Utilities states is broken and cannot allow water to be given to paying customers. Please check into the situation and I would like to receive a phone call regarding information on how the situation will be resolved.

Notes:

Date:

User:

Submitted By:

Note Type:

8/13/2015

Carmen Madrid

Other

Investigation

Opinion noted and docketed in Docket No. WS-02987A-15-0284. This opinion was also filed as complaint #123595

WS-02987A-15-0284

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Carmen Madrid

Phone: <<< REDACTED >>>

Completion Date: 8/13/2015 9:53 AM

Priority: Please respond within 5 business days

Opinion Number: 2015 - 123874

Opinion Codes:

Opinion Date: 8/13/2015 9:52 AM

Rate Case Items - In Favor

First Name: Rafael

Last Name: Pena

Account Name: Rafael Pena

Street Address: <<< REDACTED >>>

City: San Tan Valley

State: AZ

Zip Code:

<<< REDACTED >>>

Company: Johnson Utilities L.L.C. dba Johnson Utilities Company

Division: Water

Stephanie Poulin

<<< REDACTED >>>

<<< REDACTED >>>

Nature Of Opinion:

Docket Number: WS-02987A-15-0284

Docket Position: For

Caller states that he has lived in this area for 19 years. He is a water hauler from a standpipe that is owned by Johnson Utilities. He states that there is a notice that the standpipe will be shut off next week on 8/4/15. He states that he lives by the mountains and has horses. Is this legal?

Notes:

Date:

User:

Submitted By:

Note Type:

8/13/2015

Carmen Madrid

Other

Investigation

Opinion noted and docketed in Docket No. WS-02987A-15-0284. This opinion was also filed as an inquiry #123499

WS-02987A-15-0284

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Completion Date:** 8/13/2015 10:07 AM

Priority: Please respond within 5 business days

Opinion Number: 2015 - 123876 **Opinion Codes:** **Opinion Date:** 8/13/2015 10:06 AM
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First Name: Marsha **Last Name:** Pena **Account Name:** Marsha Pena

Street Address: <<< REDACTED >>>

City: Queen Creek **State:** AZ **Zip Code:** 85143

<<< REDACTED >>> **<<< REDACTED >>>**

Company: Johnson Utilities L.L.C. dba Johnson Utilities Company **Division:** Water
Stephanie Poulin **<<< REDACTED >>>** **<<< REDACTED >>>**

Nature Of Opinion:

Docket Number: WS-02987A-15-0284

Docket Position: For

To whom it may concern,

I have been informed that Johnson Utilities is shutting down the standpipe in San Tan Valley. This shut down will be an enormous hardship on my family. Currently I have 7 adults, 8 horses, 2 dogs and numerous cats that are reliant on the water received from the standpipe. Without the standpipe I would have to have the water delivered. This would mean purchasing 3000 gallons a week from a company that receives their water from Johnson Utilities. I would be getting the same water but now at a charge that would make a financial hardship on my family. I have been hauling my own water for 20 years first from Queen Creek Water Company then when Johnson Utilities opened Queen Creek Water Company shut down and Johnson Utilities became the only company that would supply water to haul in this area. When I purchased the property 20 years ago I had a well. My well went dry when Johnson's Ranch was built and the golf courses began to be watered.

Notes:

Date:	User:	Submitted By:	Note Type:
8/13/2015	Carmen Madrid	Other	Investigation

Opinion noted and docketed in Docket No. WS-02987A-15-0284. This opinion was also filed as complaint 123579
